



2003P11247US

1/30

FIG. 1

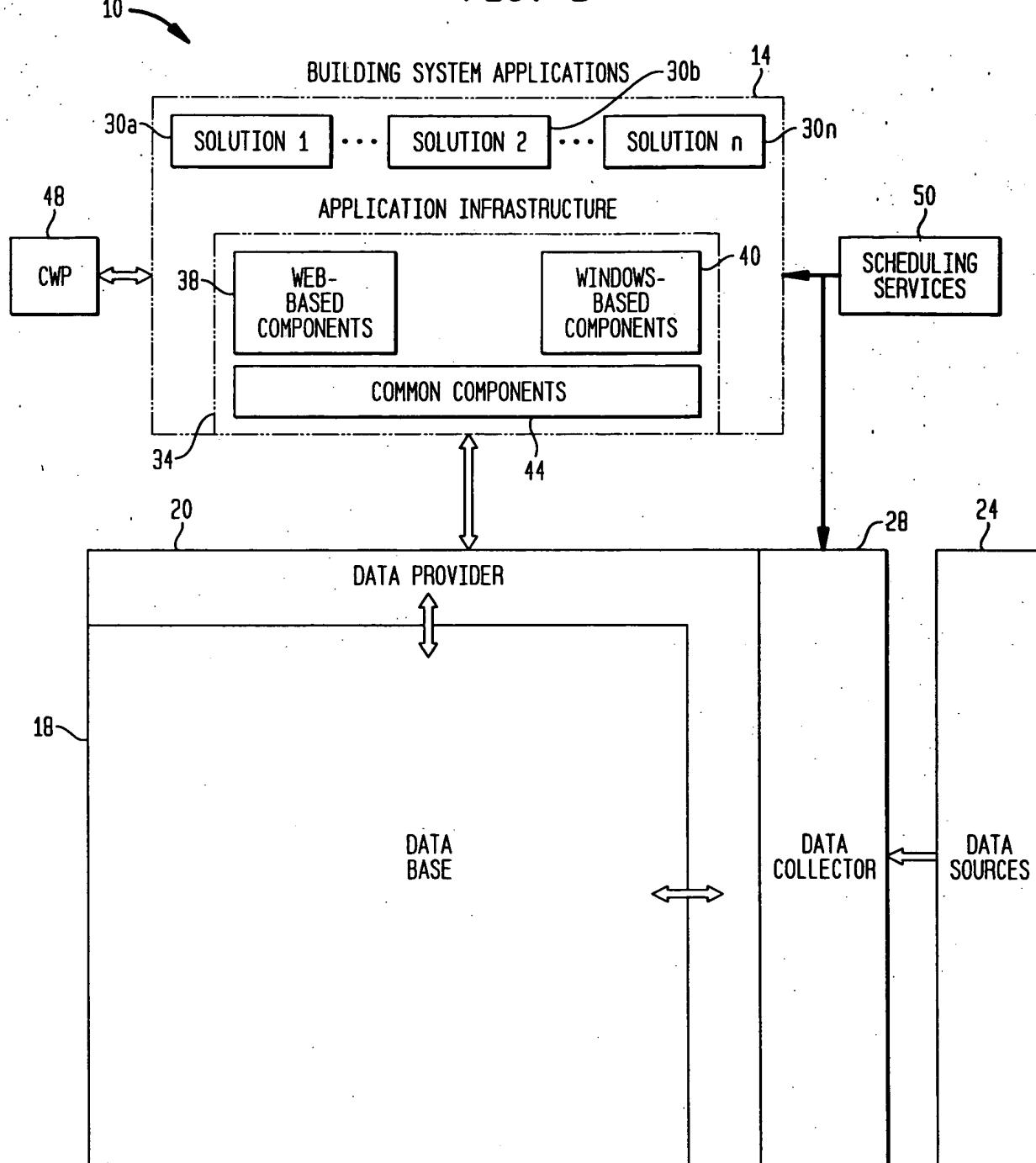


FIG. 2A

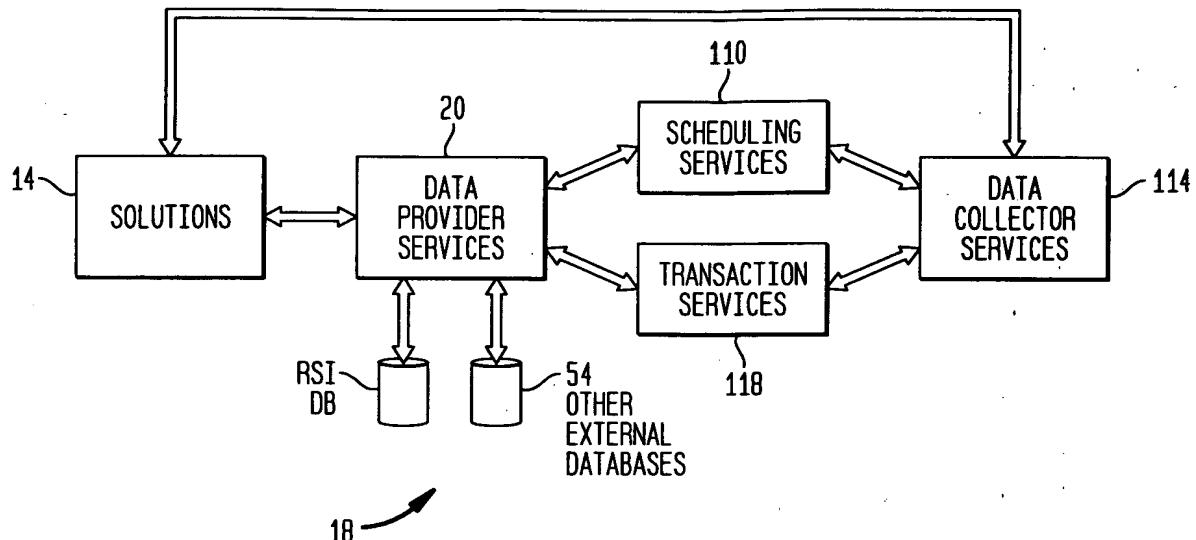
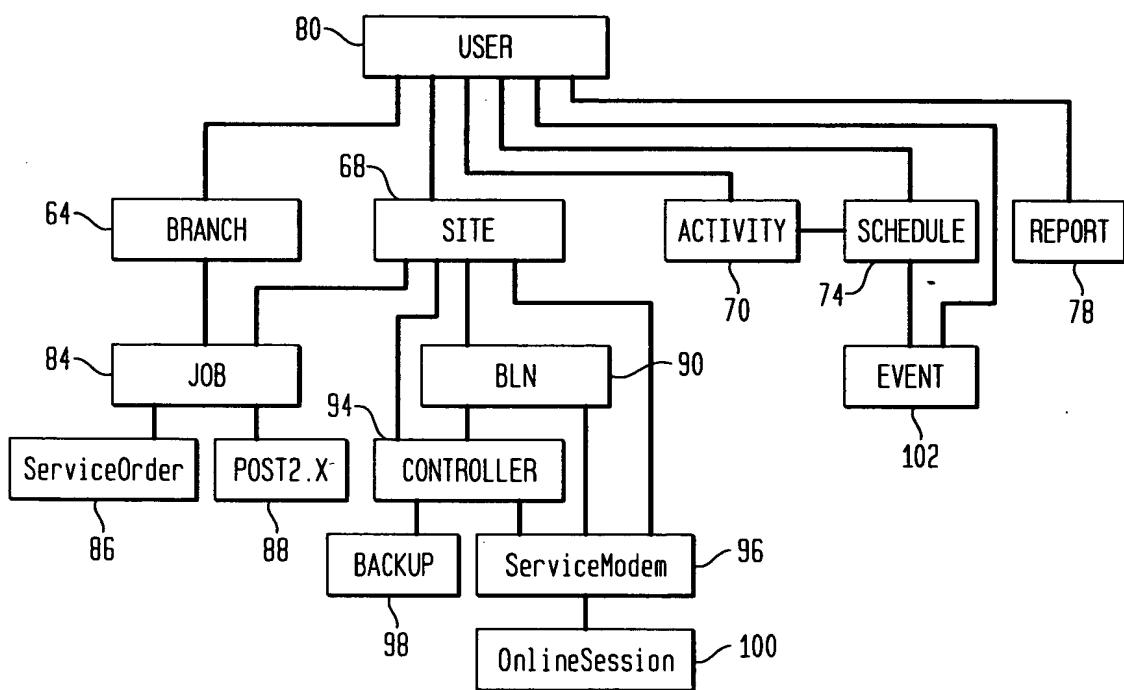


FIG. 2B



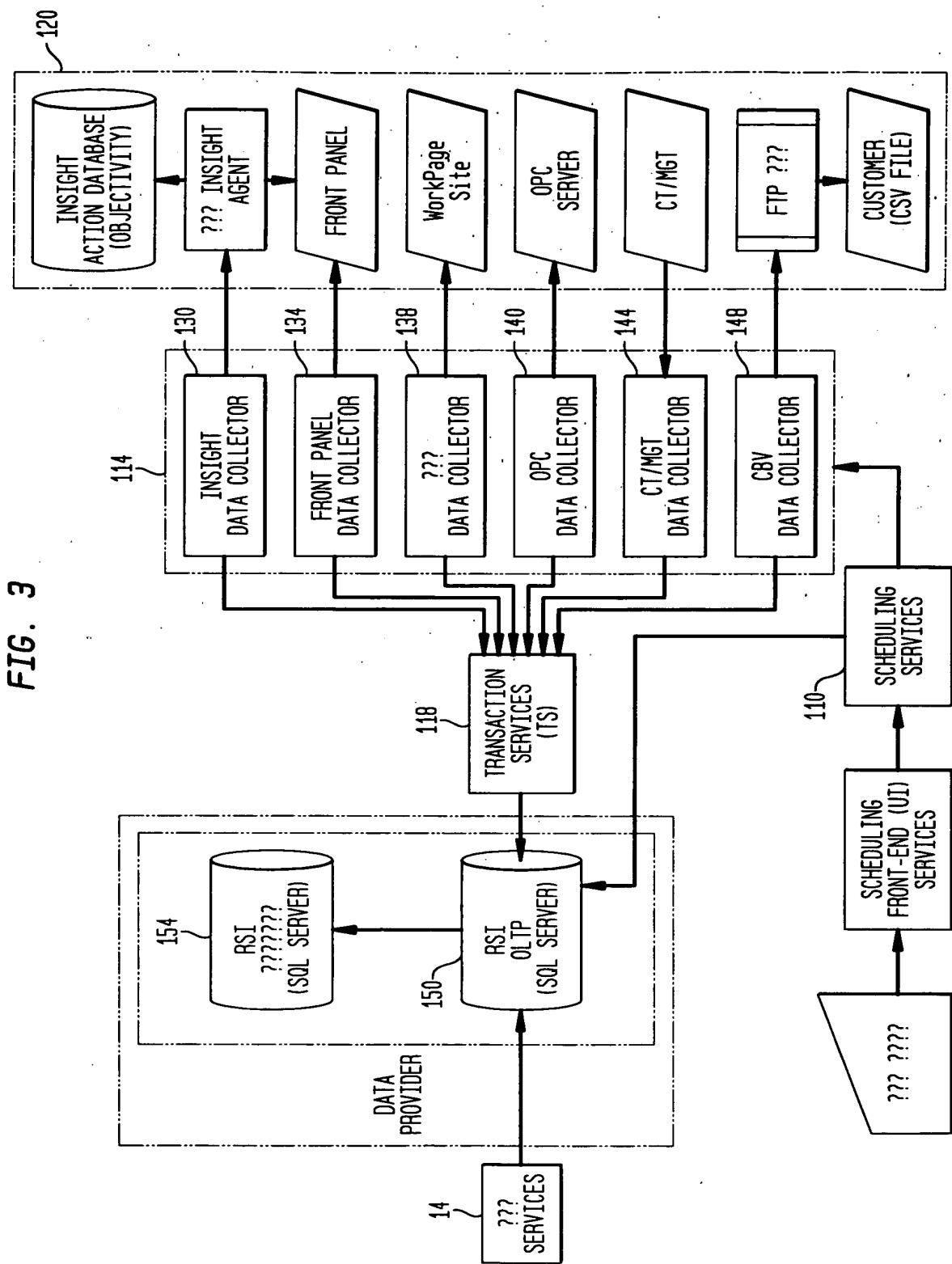


FIG. 4

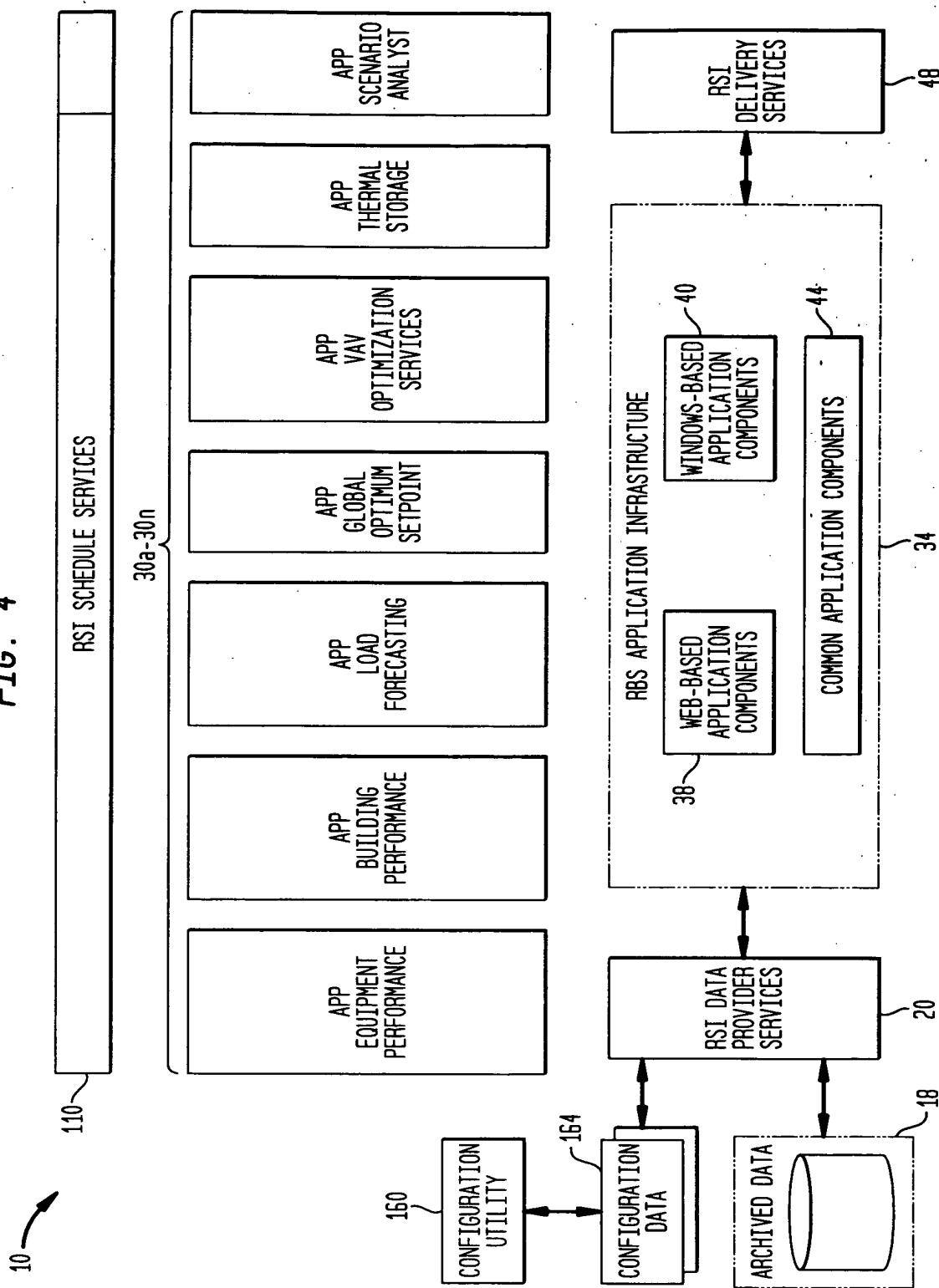


FIG. 5

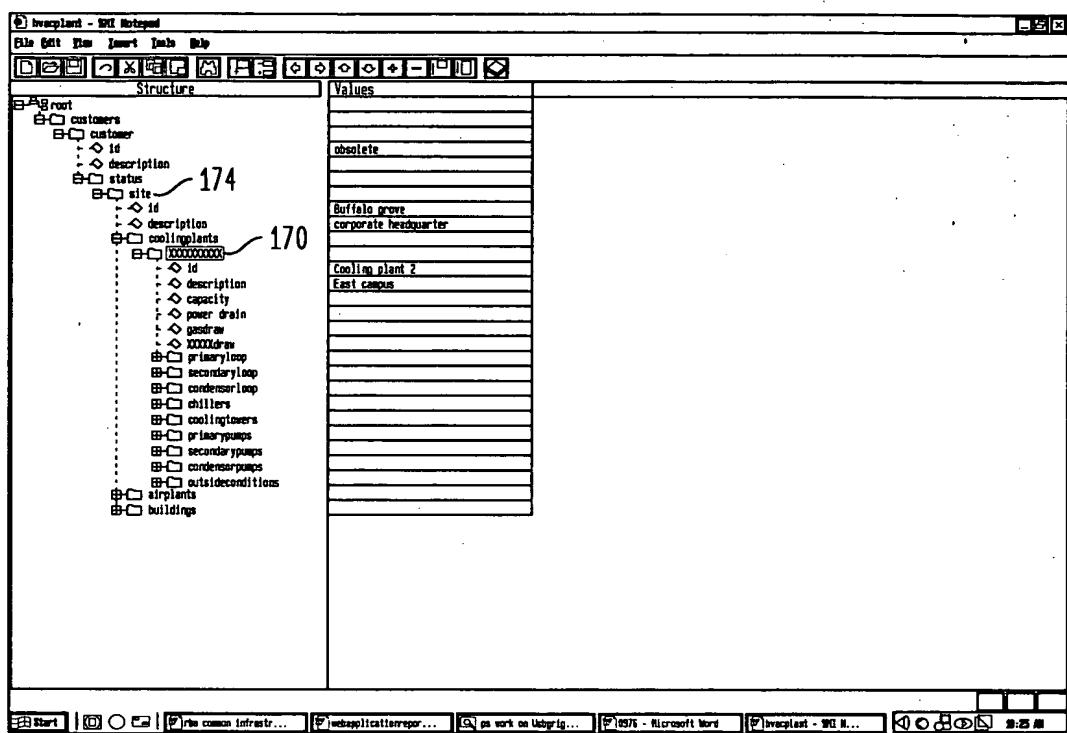


FIG. 6

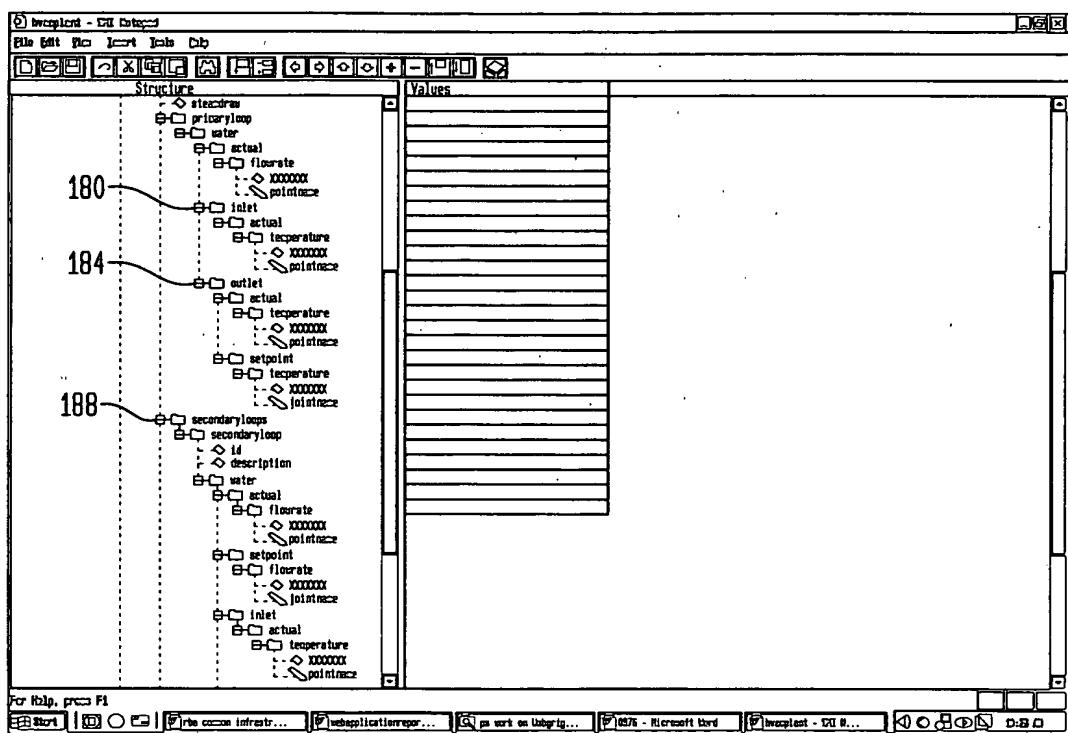
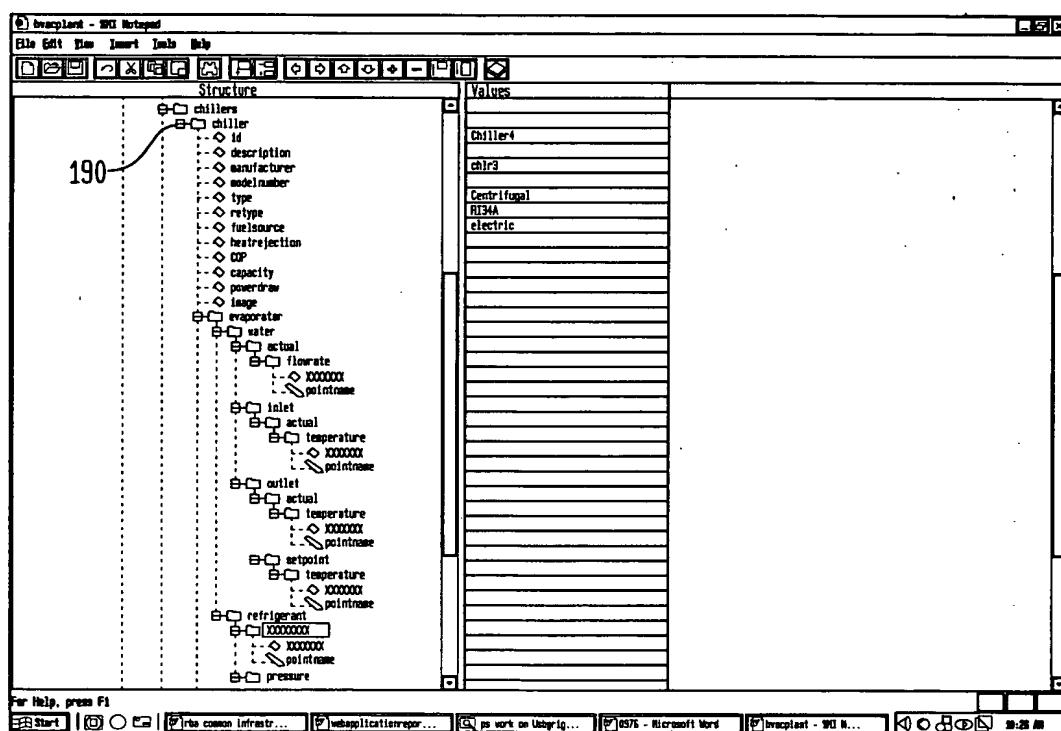


FIG. 7



8/30

FIG. 8

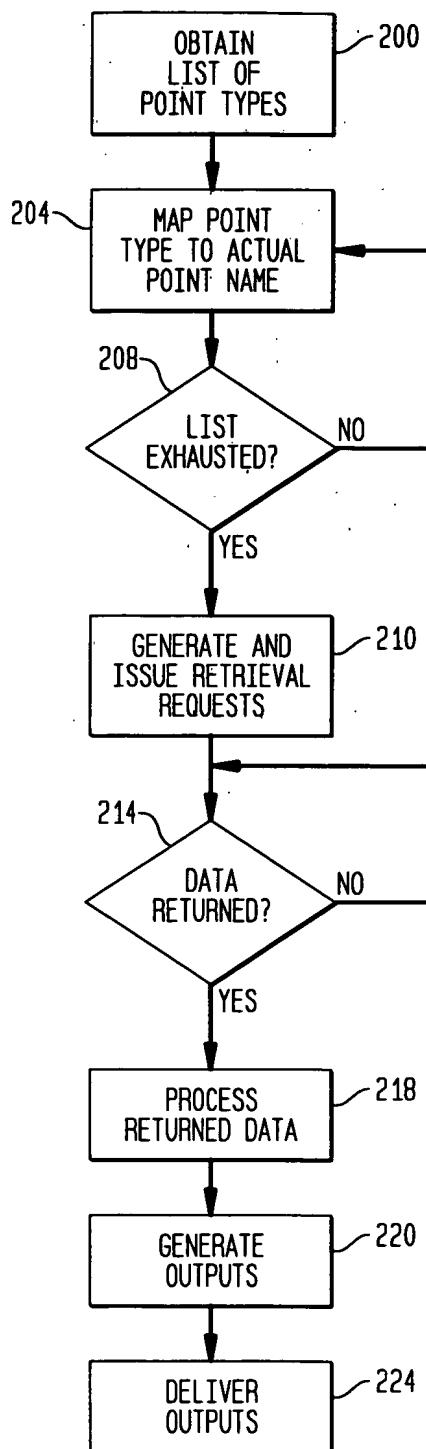
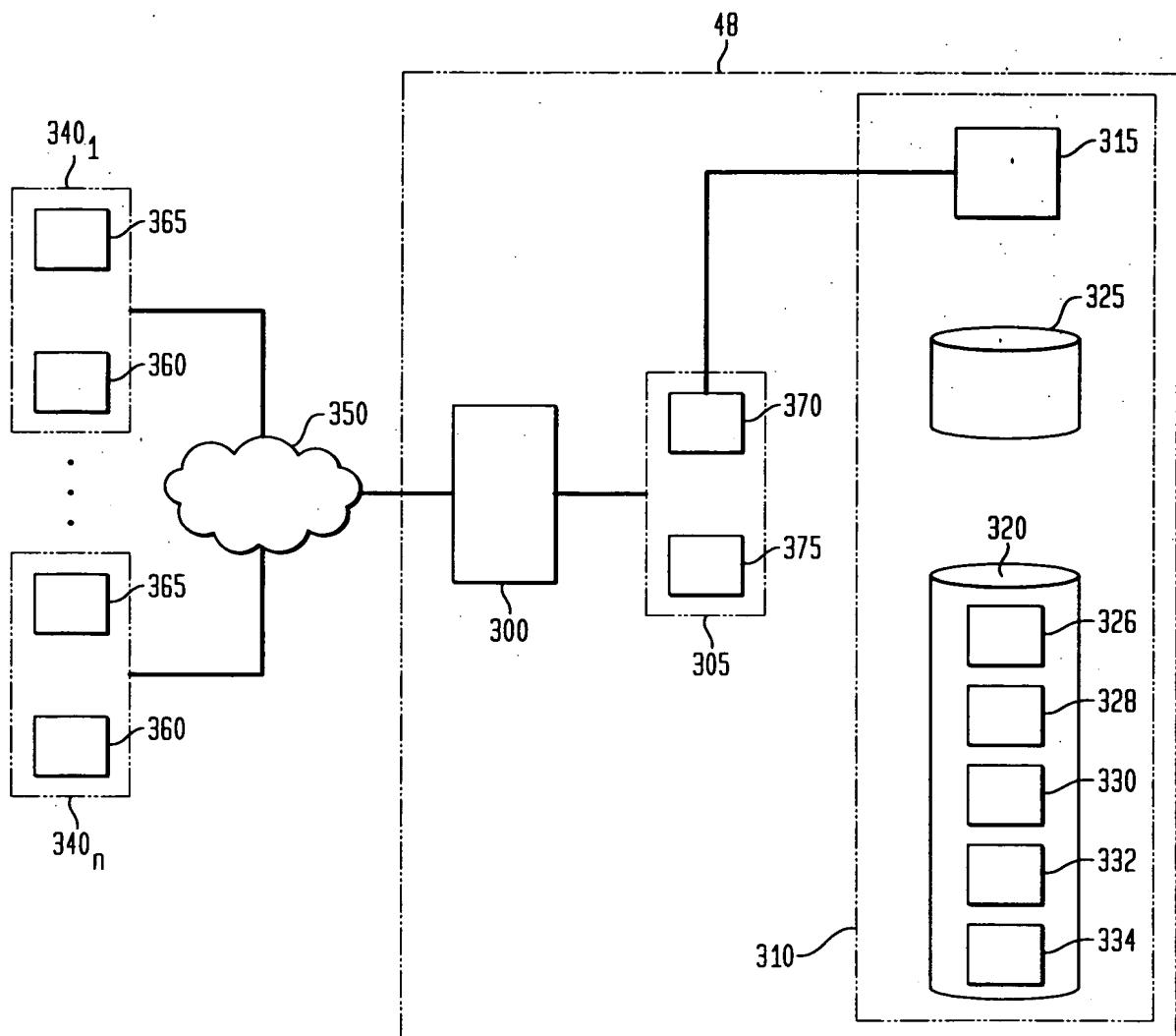


FIG. 9

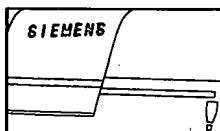


2003P11247US

10/30

FIG. 10

400



site360

→ Service Activity
 Open Calls
 Closed Calls
 Custom Reports
TSP Contracts 435
Equipment 430
Sites 440
Request Service

SIEMENS

Siemens Building Technologies Home News Help Contact Us Sitemap

Search for... go >

430

Service Central Fileshare Administration Log Out

Request Service

430

| Home | >Service Central >Service Activity

Service Activity

→

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides core detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

402

408

418

Call Status

- 13 → 406
- 150 → 410
- 12 → 412
- 14 → 414
- 17 → 416

Systems

- 18 → 420
- 55 → 422
- 54 → 424
- 35 → 426

Call Type

- Preventive → 406
- Corrective → 410

- Fire
- HVAC
- Mechanical
- Security

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

404

Item 1-5 of 43

Export to: .xls .doc ASCII

Site	Call Status			Call Type		Type	Number
	Open	Closed	Preventive	Corrective			
→ SZ COLLEGE PARK (B320013)	→ 1	→ 0	→ 0	→ 0	→ 1 HVAC	→ 1	→ 1
→ SZ COLLEGE PARK (B320013)	→ 0	→ 3	→ 3	→ 3	→ 0 Mechanical	→ 0	→ 3
→ SZ EAST LIBRARY (B408013)	→ 0	→ 1	→ 1	→ 1	→ 0 Mechanical	→ 0	→ 1
→ SZ EAST POINT (B425013)	→ 2	→ 0	→ 0	→ 0	→ 2 HVAC	→ 2	→ 2
→ SZ EAST POINT (B425013)	→ 0	→ 1	→ 1	→ 1	→ 0 Mechanical	→ 0	→ 1
→ 1-5 → 6-10 → 11-15 → 16-20	→ 21-25	→ 26-30	next →				

→

FIG. 11

2003P11247US
11/30

→ Service Activity
→ Open Calls
Closed Calls
Custom Reports

TSP Contracts
Equipment
Sites
Request Service

500

Search for... go >

Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking Display Filter Criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15					
Open Date	Order No.	510	Status	Site	Description
4/19/03	▷ 030921-0852	Open	SZ MULTIPURPOSE (8253013)		REPLACE SCREENS
4/19/03	▷ 030307-3329	Open	SZ COLLEGE PARK (8232013)	PH	REPLACE DEFECTIVE CONDENSING F
4/19/03	▷ 030416-0594	Open	SZ TCH LORE (8229013)	PH <small>NOTE: RUST</small>	REPLACE DEFECTIVE CONDENSING F
4/17/03	▷ 030416-0551	Open	SZ SOUTHEAST (8440013)		LEAK ON 1ST CIRCUIT ON CHILLER
▷ 1-5	▷ 6-10	▷ 11-15			

→ Display Filter Criteria

Export to: xls doc Call Type System P0 No. ASCII

→ Display Equipment / Contract No.

2003P11247US

12/30

FIG. 12

600

SIEMENS

site360 Home Ordering Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out

| Home | >--> Open Calls >Service Order

→ Service Activity
→ Open Calls
Closed Calls
Custom Reports
TSP Contracts
Equipment
Sites
Request Service

Service Order

Below is detailed information for the individual service order you have selected.

Summary
The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Deconation Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE (8251013)	Status	Mechanical
		Open Date	4/23/03
Status	Open	Closed Date	
Call Type	Preventive		
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

Detail
The problem and resolution area provides a description of the requested service and that action has been taken to resolve the issue.

Problem Description	REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution	

Further Information
Use the following links to get further equipment, call, or appointment information.

go to
Equipment 610 620 630

The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log
The table below lists all activities logged to the selected service order number.

FIG. 13

700

The screenshot shows the Siemens site360 software interface. At the top, there is a navigation bar with links: site360 Home, site360 Ordering, Help, Contact Us, and SiteMap. Below the navigation bar, there is a search bar with the placeholder "Search for..." and a "go >" button. The main content area has a header "Service Central Fileshare Administration Log Out" and a "Request Service" button. On the left, there is a sidebar with links: Service Activity, Open Calls, Closed Calls, Custom Reports, TSP Contracts, Equipment, and Sites. Below the sidebar, there is a "Request Service" button. The main content area has a title "Appointment" with a right-pointing arrow. Below the title, it says "Below is the detailed information for the single appointment selected for this call." and "Summary". The summary provides an overview of information related to the selected appointment. A table follows, showing appointment details:

	Contract No.	Customer Name	Demonstration Customer
Service Order No.	030321-0852		
PO Number	200303974		
Site	S7 MULTIPURPOSE (BC57013)	Branch	ATLANTA
Appointment No.	030321-0852 00011 1240097	Lead Technician	Steve Conti
Open Date	4/23/03	Skill Type	Filter Journeyman
Closed Date			
Appointment Status	TENTATIVE		

Equipment
The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

2003P11247US

13/30

FIG. 14

2003P11247US

14/30

◀

SIEMENS

800

site360 Home site360 Ordering Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out

Home | >... >... >closed calls

→ Service Activity

→ Open Calls

→ Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

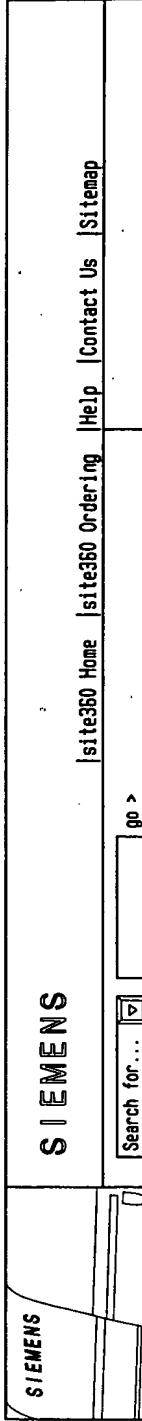
Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/16/03	▷030307-3331	Complete	SZ EAST POINT (8425013)	PH	Preventive	Mechanical	200305028
4/16/03	▷030403-0116	Complete	UPS 35 Glenlake Fire	TAPER TROUBLE	Preventive	Fire	
4/10/03	▷030307-3327	Complete	SZ FAIRBURN (8323013)	PH	Preventive	Mechanical	
4/10/03	▷030410-0128	Complete	SZ MULTIPURPOSE (8323013)	CHANGE THE BELTS	Preventive	Mechanical	
4/9/03	▷030307-3325	Complete	SZ SOUTHEAST (8410013)	PH	Preventive	Mechanical	200304082
▷1-5	▷6-10	▷11-15	▷16-20	▷21-25	▷26-30	next →	- → Display Equipment / Contract No.

FIG. 15 900



SIEMENS

site360

Search for... go >

Service |Fileshare |Administration |Log Out

| Home | >... >Selected Services

Request Service

Selected Services

→ Service Activity
→ Open Calls
→ Closed Calls
→ Custom Reports
→ Selected Services
→ TSP Contracts
→ Equipment
→ Sites
→ Request Service

The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 15

Open Date ▾	Order No.	Status	Description	Call Type	System	PO No.
5/1/03	► 030009-0305	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC
5/1/03	► 030009-0307	Open	NEHANA KIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC
5/1/03	► 030009-0308	Open	CONESTOGA KITCH	PREVENTIVE MAINTENANCE	Preventive	HVAC
5/1/03	► 030009-0309	Open	CONESTOGA KITCH	PREVENTIVE MAINTENANCE	Preventive	HVAC
4/15/03	► 030009-0310	Open	CONESTOGA KITCH	PREVENTIVE MAINTENANCE	Preventive	HVAC

►1-5 ►6-10 ►11-15 ►16-20 ►21-25 ►26-30 next →

→ Display Equipment / Contract No.

→ Display Filter Criteria

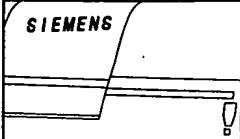
Export to:

2003P11247US

16/30

FIG. 16

1000

SIEMENS [site360 Home](#) [site360 Ordering](#) [Help](#) [Contact Us](#)

Search for... go >

Service Central Fileshare Administration Log Out

| [Home](#) | >--> [Request Service](#) 

Service Activity

- TSP Contracts
- Equipment
- Sites

→ [Request Service](#)

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

Request Type *

Priority *

Select Site *

OR Enter Site

Select Equipment *

OR Enter Equipment *

Location *

Description *

PO No.

Last Name Wallace

First Name Michael

E-mail *

Phone

18/30

FIG. 18

1200

SIEMENS

Siemens Building Technologies Home News Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out Request Service

| Home | >Service Central >Contracts >Active Contracts

Active Contracts

Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3 1220

Contract No.	Description	Site	Effective Date	Renewal Date	System
MS-6695	TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active 1/1/03	12/31/03	Mechanical
<u>1210</u>	FULL COMPREHENSIVE	Multiple Sites	Active 1/1/03	12/31/03	HVAC
►PB-1394					
►PC-1512					
					Fire
					► Display Equipment

Service Activity

→ TSP Contracts

→ Active Contracts

Expiring Contracts

Cancelled Contracts

Expired Contracts

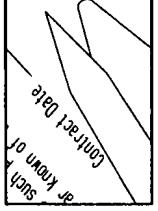
Custom Reports

Equipment

Sites

Request Service

Sort by: Contract Date



19/30

FIG. 19 1300

SIEMENS Siemens Building Technologies Home News Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out

Home | Service Central >TSP Contracts >Expired Contracts >Individual Contract

Service Activity

→ TSP Contracts
Active Contracts
Expiring Contracts
Cancelled Contracts
→ Expired Contracts
Custom Contracts
Equipment
Sites

Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1396	EP No.	
Status	Expired		
Effective Date	2/1/02	SET Branch	
Renewal Date	1/31/03	Secondary Contact	
Time to Renewal	-21 Days	Coverage Type	LABOR ONLY
Service Technician/ Account Engineer	Chris [Redacted]	System	HVAC
Description	LABOR ONLY		

Service Activity
Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services 1330 1340

1320 **Detail**
Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment
The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Site	Equipment
UPS 35 Glenlake Fire	1370

Item 1-1 of 1 1370

1350 **Site**
DUPS 35 Glenlake Fire 1360

1370 **Equipment**
[TECH/SPEC SCHEDULES]

FIG. 20

1400

SIEMENS

Siemens Building Technologies Home News Help Contact Us Sitemap

Search for... go >



Service Central Fileshare Administration Log Out

Request Service

Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site All go > 1402

Item 1-5 of 35	Site	Equipment or Services	Quantity	Location	Export to:	ASCII	.xls	.doc	Asset ID	System
	UPS 35 Glenlake Automation	1	1	CABINET 11					UPS35G1	HVAC
<u>1404</u>	UPS 35 Glenlake Automation	1	1	CABINET 12					UPS35G1	HVAC
	UPS 35 Glenlake Automation	1	1	INSTANT 03					UPS35G1	HVAC
	UPS Glenlake Fire	1	1						UPSF1	HVAC
	UPS 55 Glenlake Automation	1	1	CABINET 1 HATH CHILLER					UPS55G1	HVAC
>1-5	>6-10	>11-15	>16-20	>21-25	>26-30					

2003P11247US

20/30

FIG. 21

2003P11247US
21/30

SIEMENS Siemens Building Technologies Home News Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >--->Individual Equipment

site360 

Service Activity TSP Contracts Individual Equipment

→ Equipment Sites Request Service

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION REV ^o	Asset ID	UPS3550.03
Site	UPS 35 Glenlake Autocation	Warranty Expiration	→ PB-1394 → 1520
Equipment Quantity	1	Contract No.	
Equipment Location	INSIGHT 03	System	HVAC

Service Activity

Below is an overview of all service activities with an 'open' status (this includes open, scheduled, and dispatched call(s) for this piece of equipment).

Item 1-1 of 1	Description	Call Type	Export to: <input type="button" value="XLS"/> <input type="button" value="DOC"/> <input type="button" value="ASCII"/>
1510	Open Date	Order No.	
11/7/03	FULL COMPREHENSIVE	→ 02126-0936 → 1540	PO No.

Closed Calls

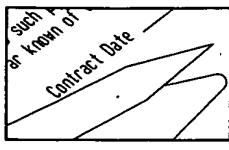
Below is an overview of all service activities with a 'closed' status (this includes completed, closed, and paid call(s) for this piece of equipment).

Item 1-2 of 2	Description	Call Type	Export to: <input type="button" value="XLS"/> <input type="button" value="DOC"/> <input type="button" value="ASCII"/>
1550	Open Date	Order No.	
7/3/02	FULL COMPREHENSIVE	→ 02025-0956	PO No.
4/4/02	FULL COMPREHENSIVE	→ 0021032288 → 1560	

2003P11247US

22/30

FIG. 22



Service Activity
→ TSP Contracts
Active Contracts
Expiring Contracts
Cancelled Contracts
Expired Contracts
Custom Reports
Equipment
Sites
Request Service

SIEMENS

Siemens Building Technologies Home News Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment >Individual Contract

1600

Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active		
Effective Date	1/1/03	SBT Branch	ATLANTA
Renewal Date	12/31/03	Secondary Contact	Jacquelyn Breuer
Time to Renewal	313 Days	Coverage Type	FULL COMPREHENSIVE
Service Technician/ Account Engineer	H: Kevin Note	System	HVAC

Description FULL COMPREHENSIVE

1610 Service Activity
Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

1620

1630 Detail
1650 Clicking an existing service contract displays the contract in its entirety.

1660 Sites & Equipment
The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

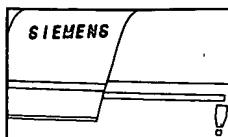
Item 1-3 of 3	.xls	.doc	ASCII	Item 1-3 of 3	→ Equipment
Site					
UPS 35 Glenlake Automation	1670				
UPS 55 Glenlake Automation					
UPS 55 Glenlake Automation					

CLIENT WORKSTATION REV°

2003P11247US

23/30

FIG. 23



→ Service Activity
Open Calls
Closed Calls
Custom Reports
Selected Services
TSP Contracts
Equipment
Sites
Request Service

SIEMENS

Siemens Building Technologies Home News Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >> Service Order

Request Service

1700

Service Order

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020825-0966	Customer Name	Deconstration Customer
PO Number		Contract No.	> PB-1294
Site	UPS 35 Glenlake Automation	System	HVAC

1720

1710

Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

1730

Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

1740

go to Equipment Call Log Appointments

Equipment 1750 1760 1770

The table below lists equipment that was serviced on the selected order number.

1780

Item 1-3 of 3	Equipment	Export to:	.xls	.doc	ASCII
Equipment Name	Quantity	Location	Asset ID		
1	1	CABINET 11	UPS3581.01		
1	1	CABINET 12	UPS3581.02		
1 CLIENT WORKSTATION REV*	1	INSIGHT 03	UPS3581.03		

1790

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

FIG. 25

2003P11247US

25/30

SIEMENS Siemens Building Technologies Home News Help Contact Us Sitemap

Search for... → Display Filter Criteria →

Service Central Fileshare Administration Log Out

Site360 

Service Activity Individual Site The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

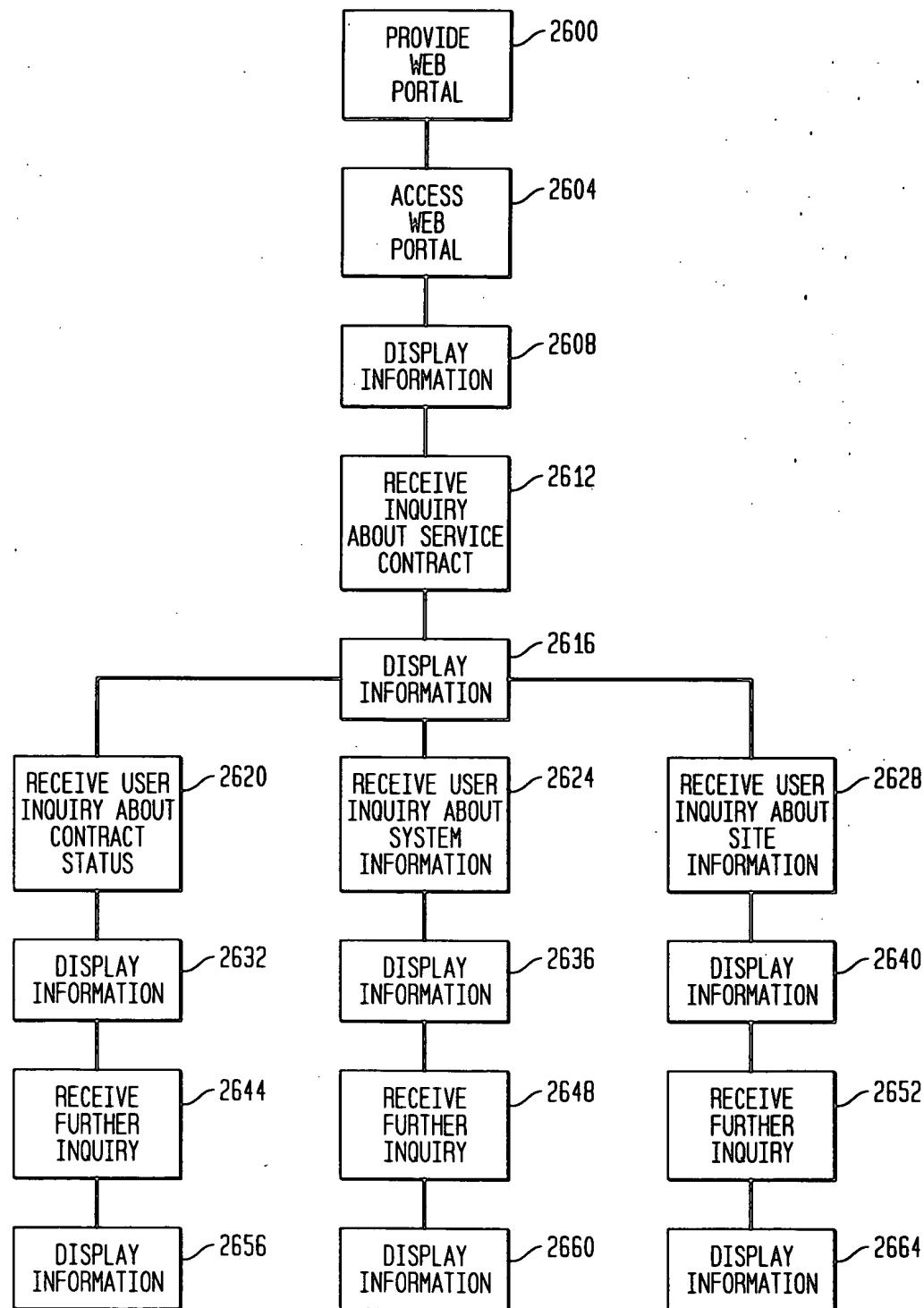
Site	Call Type	1930	1965	1970
SZ COLLEGE PARK (B320013)	Preventive			
	Corrective			
Call Status	System	1940	1975	1980
Open	HVAC			
Closed	Mechanical			

Service Activity Detail Item 1-4 of 4 The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Order No.	Po No.	Description	Call Status	Call Type	Open Date	System
►021001-0210	PC-02SC87314	ANNUAL CHILLER PT	Closed	Preventive	10/7/02	Mechanical
►021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN	Closed	Preventive	10/15/02	Mechanical
►021016-0068	PC-02SC87314	PT REPAIRS	Closed	Preventive	10/7/02	Mechanical
►030206-0002		this is a test for the call t*	Open	Corrective	2/6/03	HVAC

Export to:

FIG. 26



27/30

FIG. 27

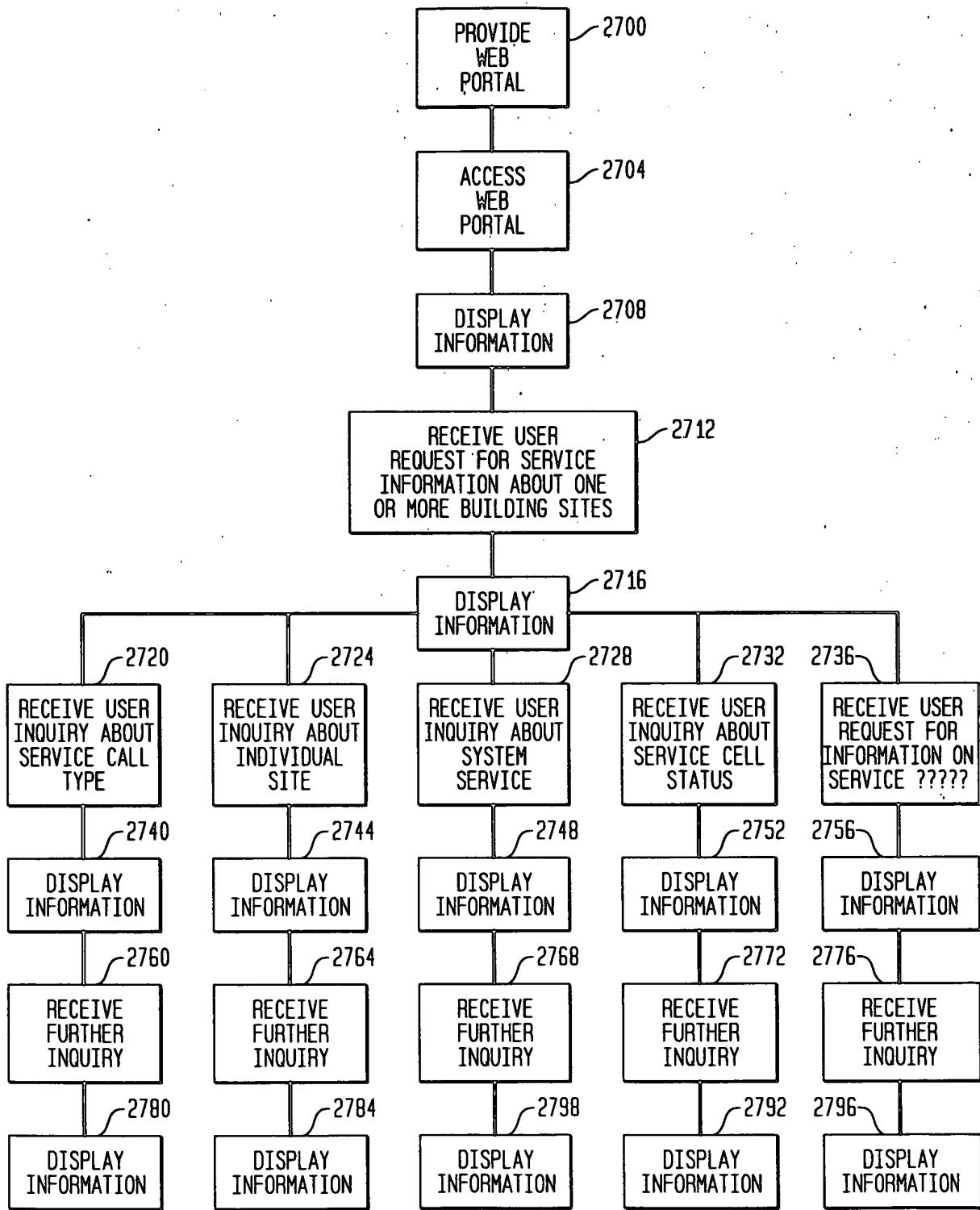
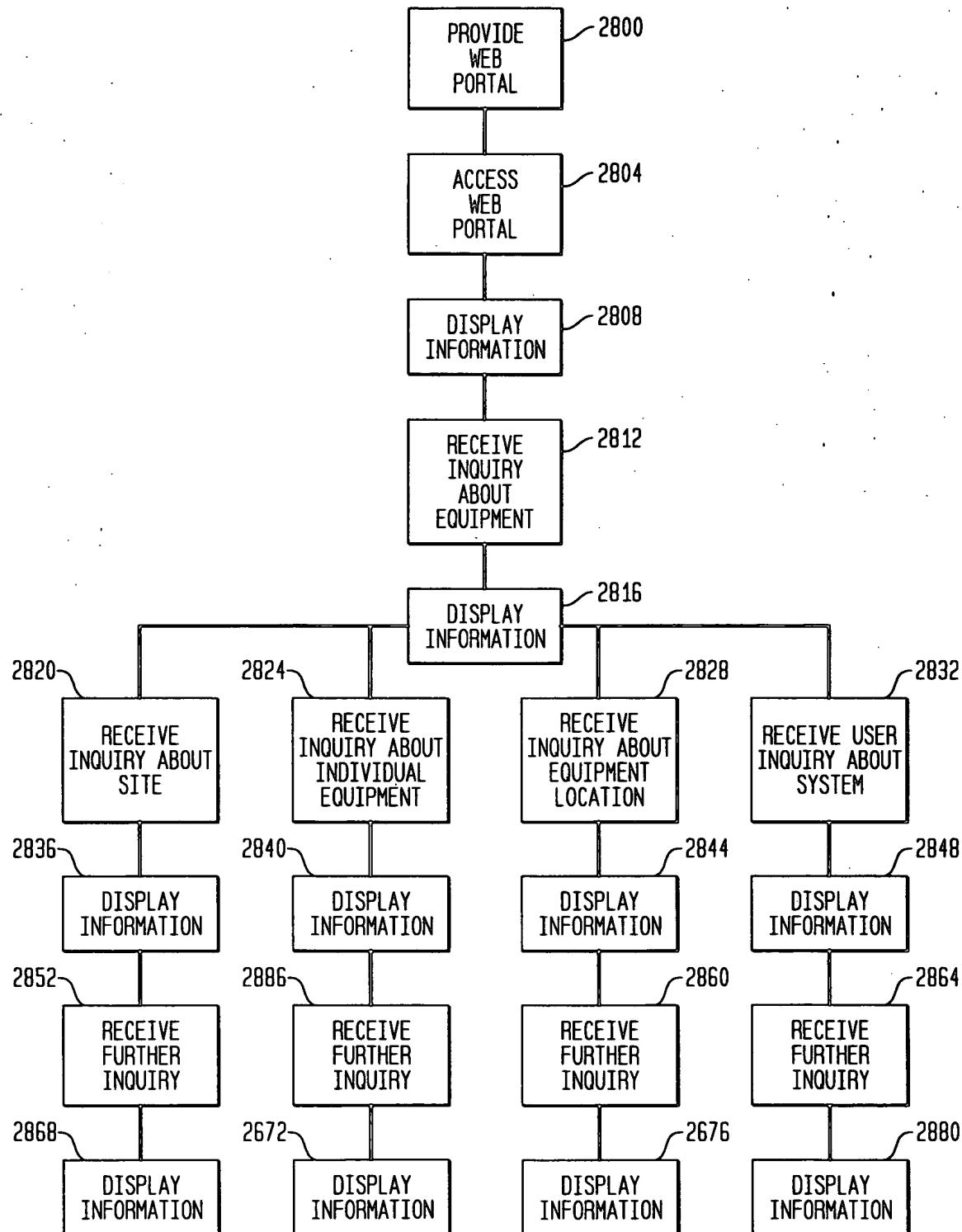


FIG. 28



29/30

FIG. 29

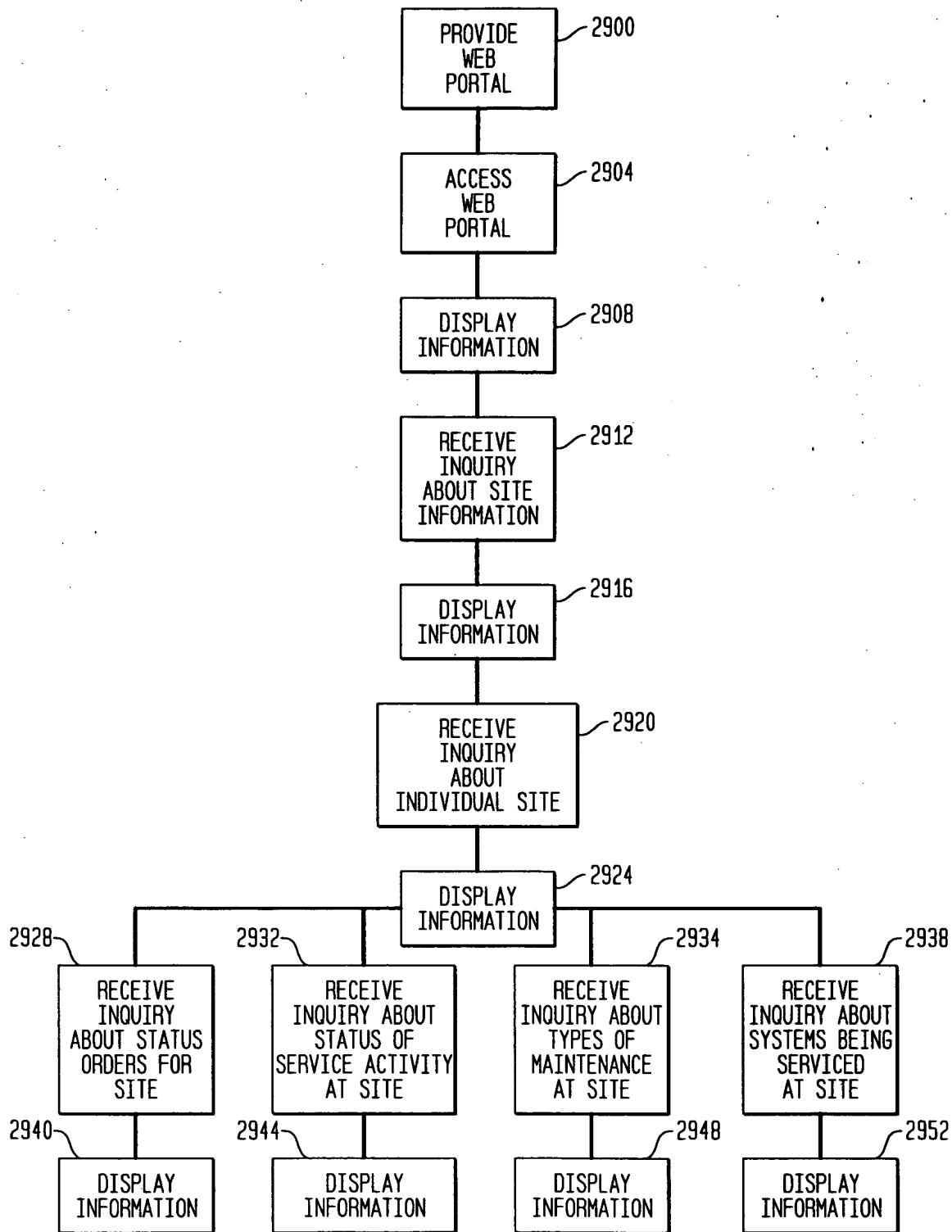


FIG. 30

